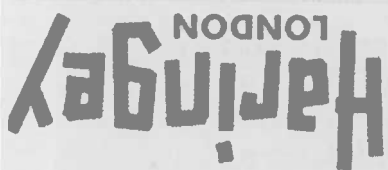


Business Unit: Revenues and Benefits



Job Description

JOB TITLE:

Service Assistant

GRADE:

Scale 3 to Scale 4

RESPONSIBLE TO:

Senior Officer

RESPONSIBLE FOR:

*Administrative work across the service

UP TO 5 STAFF	6-15 STAFF	16-49 STAFF	50+ STAFF
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Key Purpose of Role

This role exists to assist in the delivery of an effective service for Haringey Council in accordance with legislation, policy and procedures within an internal shared service centre.

Staff will be expected to maximise income growth, enable debt reduction, minimise subsidy error and accurately assess benefits.

All staff will be expected to exhibit the competencies detailed in the Person Specification and to deliver services in line with our expected behaviours:

- Ambitious
- Accountable
- Human
- Professional

Key Generic Accountabilities

- To operate as a generic officer across the core activities of the service with a focus on delivering a high level of customer service and performance.
- To contribute to the provision of high quality, administrative processes.
- To respond effectively and accurately to routine enquiries in accordance with procedures.
- To assist customers in a way that reflects Haringey's Values, Principles and Pledges.

- To assist in the delivery of various service functions in accordance with priorities and service demand.
- To demonstrate flexibility and adaptability in the drive towards change and the improvement of processes.
- To comply with statute, legislation, discretionary powers, council standing orders, council policies and codes or standards of conduct.
- To comply with the Council's Health & Safety requirements;
- Understand and comply with the Council's Equal Opportunities Policy.

Key activities

The key activities for this role include but are not limited to:

- Assist in the processes of valuation, billing, collection and enforcement of revenues in accordance with legislation, policy and procedure.
- Assist in post room activities, including opening and sorting post/emails, scanning documents, printing and posting letters/documents. Reviewing and indexing documents in line with business processes. Assisting with general administrative tasks such as goods/invoice processes, training scheduling, managing rent increase notifications.
- Deal with customer enquiries received by telephone, in writing, email or through social media activity, using appropriate IT systems to log, action and respond.
- Process standard functions within the service based on procedural guidance. Utilise knowledge, skills and experience to enable the maximisation of income growth and reduction in debt
- Maintain a knowledge of relevant legislation, best practice and customer contact procedures
- Working on BACS, AUDIS & ADDACS monthly Lists
- Setting up instalments for ratepayers
- Identifying and administering property reliefs and exemptions
- To understand basic principles of Business Rates
- Training will be given in order to achieve the above tasks

Progression to Scale 4 will require the post holder to fulfill the above and in addition the tasks below for a minimum of 6 months:

Greater creativity – within a general framework of procedures, as evidenced by:

- Assisting with more detailed cases with minimal advice from senior colleagues.
- Determining priorities using own initiative as the situation demands.
- Having a good understanding of relevant legislation, procedures and systems.
- Demonstrate understanding of basic principles of Business Rates

Grade progression will be through Performance Appraisal. This will be assessed in line with business need and will not be automatic.

Person Specification

JOB TITLE:

Business Rates Officer

GRADE:

Scale 3 to Scale 4

RESPONSIBLE TO:

Business Rates Senior Officer

Business Unit: SSC Revenues and Benefits

RESPONSIBLE FOR: Responsible for the processing and administration across the service

All staff make these Personal Commitments:

WE OWE EACH OTHER a working environment characterised by trust and respect for the individual, fostering open and honest communication at all levels.

WE OWE OUR CUSTOMERS AND PARTNERS the highest quality of service possible characterised by responsiveness, accuracy, integrity and professionalism. We will continue strive for quality improvement.

WE OWE OUR ORGANISATION our full professional commitment and dedication. We will always look beyond the traditional scope of our individual positions to promote teamwork and business effectiveness

WE OWE OURSELVES personal and professional growth. We will seek new knowledge and greater challenges. We will expect to change and self renew.

Demonstrate behaviour in line with our values:

- Ambitious
- Accountable
- Human
- Professional

Deliver services in line with our principles:

- Pain-free
- Personal
- Pride
- Proactive
- Productive

The following criteria are essential (E) or desirable (D) for this role:

- Proficient in Microsoft Office including word, excel and outlook (D)
- Able to communicate accurately and professionally (E)
- Ability to manage own workload (D)
- Good written and verbal communications skills (E)
- Ability to draft documents and answering telephone calls (E)
- Experience of working in an office environment (D)
- Be a team player and ability to work in a challenging environment (E)